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Mrs. Sybil Birling is Arthur Birling's wife and a prominent member of the local women's charity . She is portrayed as cold-hearted and snobbish from the opening of the play . Throughout dinner, she tells Sheila and Eric off for things that she considers impolite while ignorantly turning a blind eye to her son drinking too much . Her cold, uncaring nature leads to her downfall as the Inspector forces her to unknowingly condemn her own son .

Mrs. Birling's character is described as unsympathetic when describing Eva Smith's position . She assumes that just because Eva is unmarried and pregnant that she is unable to have 'fine feelings', a very cruel and cold opinion to have . Her shock at the revelation of Eric's drinking problem shows her ignorance . She refuses to see Eric as a young man and woman, instead seeing them both as children . Sybil shows that she is snobbish when she criticizes members of her family for their behavior .

I hope this helps!